



# Talent Scout, Coach, CEO

How to Grow Your Own Leaders...in the Boonies

Are you really from the boonies?


# Confirming my credentials

- ▶ I was born in Lake Providence, Louisiana, on the banks of the Mississippi River
  - ▶ Father was a welder; Grandfathers were a Farmer and a Carpenter
- ▶ I have lived and/or worked in the boonies in LA, AR, OK, TX, MS and AK
  - ▶ I had a cow and sheep for 4-H
  - ▶ I have lived in a town of less than 500 people (Bogata, TX)
  - ▶ I have seen every episode of **Hee-Haw**, although sometimes under duress
- ▶ Areas like Silicon Valley and Los Angeles County also have recruitment issues
  - ▶ Your town may be too small; my town is too expensive





## 6 Traits of a Good Leader:

- Speak the same language
  - Don't make emotional decisions
  - Remember leadership is a team sport
  - Infuse their culture with the language of leadership
  - Hush sometimes
  - Help Their Organization Become a "Shiny Penny"
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# Speaking the Same Language

- ▶ Story: *Tu Trabajo con Juan?*
- ▶ Establish the definition and expectations of leadership in your facility
  - ▶ Leadership is not supervision
  - ▶ Don't assume your staff has a frame of reference for leadership
  - ▶ It's Biblical, y'all (Proverbs tell us "Where there is no vision, the people perish.")
- ▶ Level the playing field by offering leadership training to all staff at all levels.
  - ▶ Create a Leadership Academy
  - ▶ Offer Leadership classes to all shifts
  - ▶ Orientation for new and current employees



# Don't Make Emotional Decisions

- ▶ Story: "Son, that is a pitiful example of a cow."
  - ▶ Never automatically promote your star performer
  - ▶ Look for passion first, potential second, personality third
  - ▶ Emotional Intelligence is key
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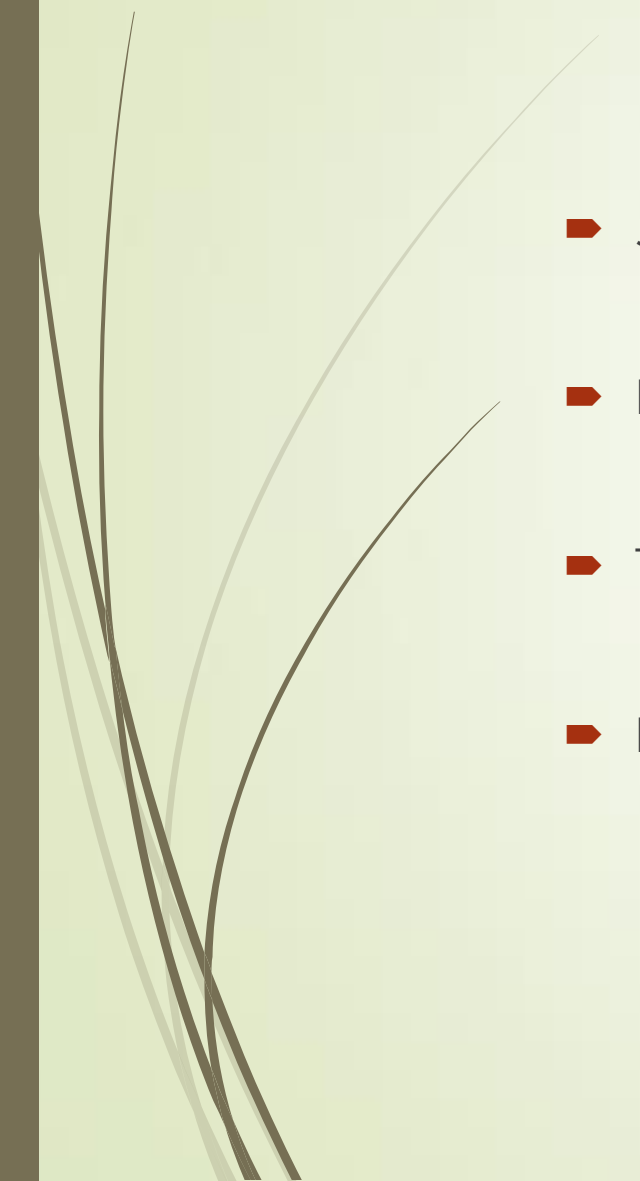


# Leadership is a Team Sport

- ▶ Establish an environment supportive of employee development
- ▶ You can't lead from behind closed doors
- ▶ Just like Bear Bryant, don't take off your coaching hat
  - ▶ Practice, Perform, Recap, Regroup
- ▶ Share knowledge
  - ▶ Story: Life is not *Game of Thrones*
  - ▶ Offer job shadowing
  - ▶ Allow employees opportunities for protected time for self-development
- ▶ Be supportive. Fake it if you must.




# Infuse Your Culture

- ▶ Just like sugar brings out the best flavor of the tea...
  - ▶ Relationship Management
  - ▶ Talk about and model proactive leadership continuously
  - ▶ Pay attention to people and their behaviors
    - ▶ Non-verbals are very telling
    - ▶ Horses merely cede control
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# Hush Sometimes

- ▶ Ask questions and then actively listen
  - ▶ Seek to understand before you seek to be understood
  - ▶ Story: Christmas/Birthday Gifts
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# Becoming a “Shiny Penny”

- ▶ What's your goal?
  - ▶ Story: How to catch a raccoon
  - ▶ Healthcare is like a small town; people are going to talk
  - ▶ What's your formula for success?
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# Take-aways

- ▶ Creative ways to create an environment to foster leadership at all levels in your organization
  - ▶ Methods to identify and coach potential leaders
  - ▶ Tools to achieve and maintain a culture of continuous improvement through employee self-development
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# Recommendations

## Books:

- ▶ Lincoln on Leadership – Donald Phillips
- ▶ The Leadership Moment – Michael Useem
- ▶ Our Iceberg is Melting – John Kotter & Holger Rathgeber
- ▶ The Thin Book of Appreciative Inquiry – Sue Ennis Hammond
- ▶ Who Moved My Cheese – Spencer Johnson
- ▶ Harvard Business Review Must Reads Boxed Set
- ▶ The Servant as Leader – Robert Greenleaf

## Tools:

- ▶ DISC Assessment
- ▶ Servant Leadership 360 Assessment